

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3656

TITLE: DIRECTOR OF CLINICAL OPERATIONS

GRADE: S-33

DEFINITION:

Under the general administrative supervision of the Director of Mental Health Programs, provides direction, supervision and oversight to all clinical operations and quality assurance activities within the mental health services treatment system; and performs related work as required. Clinical operations encompass the following major mental health service programs: outpatient, residential, day treatment, emergency, forensics, psychosocial rehabilitation, prevention, early intervention, and entry and referral. Quality improvement encompasses quality assurance and utilization management programs.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

The Director of Clinical Operations differs from the Director of Mental Health Programs in that the Director of Clinical Operations provides daily supervision to the clinical programs and staff within mental health treatment services while the Director of Mental Health Programs provides direction and strategic planning to the county's mental health services treatment system and is the county's liaison with the Fairfax-Falls Church Community Services Board (CSB) Executive Director and CSB Executive Board, federal, regional, state and county agencies, and citizen boards in dealing with all aspects of program and systems management.

The Director of Clinical Operations differs from the Mental Health Division Director in that the Director of Clinical Operations provides supervision to several clinical programs, each administered by a Division Director or Manager, while the Division Director provides supervision to a major mental health service area or a specific clinical program.

ILLUSTRATIVE DUTIES:

Establishes goals, objectives and priorities for the divisions and program areas;
Meets with division directors to review and revise program design, services and staffing patterns;
Coordinates the efforts of program management staff toward a state-of-the-art service delivery system consistent across sites and program areas;
Assures integration and coordination of mental health services across mental health divisions and with other CSB disability areas;
Consults with subordinate managerial staff on various administrative, fiscal, programmatic, supervisory and clinical problems;
Triage specific program service issue, collaborates with relevant division directors for resolution at the service level;
Facilitates decision making for issues that require intervention by the Director of Mental Health Programs;

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Oversees and directs personnel activities for all clinical operations divisions and the quality assurance program areas;

Directly supervises and evaluates performance of the division directors of adult services; adult residential services; forensics; youth and family services; day treatment services; crisis services; and the mental health managers of quality assurance and entry and referral services;

Assists the Director of Mental Health Programs with completion of special projects that relate to overall clinical programming system needs, such as, development of a service provision evaluation system; assessment of the impact of proposed federal guidelines; focus groups with consumers covering a variety of mental health needs; interagency needs of clients, etc.;

Works closely with Director of Mental Health Programs in developing immediate and long range planning strategies for individual programs as well as the provision of efficient service planning and integrated service delivery across all programs;

Maintains a close professional liaison with other CSB disability areas, county agencies, private organizations, and state and federal agencies involved in the delivery of services to clients;

Develops requests for proposals for consultant services, reviews proposal submissions, and serves as project manager for studies related to needs and services in the mental health program area;

Directs and oversees the development and implementation of public information and education activities for the community regarding mental health services.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Extensive knowledge of the clinical aspects of mental health, including the diagnosis and forms of treatment and their appropriate applications;

Knowledge of current trends and methods in community mental health services;

Thorough understanding of the principles of community mental health, and the ability to innovatively apply them in planning and developing new programs or enhancing existing programs;

Thorough understanding of the structure of public mental health programs;

Thorough knowledge of the principles and practices of public administration, organization, and management;

Ability to effectively motivate and supervise managers and supervisory personnel;

Ability to elicit cooperation from disparate groups and individuals of varying philosophies;

Ability to establish and maintain effective working relationships;

Ability to communicate clearly, concisely, and effectively, both orally and in writing.

EMPLOYMENT STANDARDS:

Any combination of education, training, and experience equivalent to the following:

Graduation from an accredited college or university with a master's degree in psychology, social work, nursing or a related field; PLUS

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Six years of increasingly responsible clinical and administrative experience in a community mental health program, to include the management of clinical operations and administrative support functions of a major mental health service program and supervisory responsibility over subordinate professionals; OR

Graduation from an accredited college or university with a doctoral degree in psychology, social work, or a related field; PLUS

Three years of increasingly responsible clinical and administrative experience in a community mental health program, to include the management of clinical operations and administrative support functions of a major mental health service program and supervisory responsibility over subordinate professionals.

CERTIFICATES AND LICENSES REQUIRED:

None.

NECESSARY SPECIAL REQUIREMENTS:

Criminal background record check;

TB screening upon hire and annually thereafter.

Contingent upon area of assignment, some positions within this class will require a National Provider Identifier.

REGRADED:	July 1, 2007
REVISED:	January 2, 2007
REVISED:	June 15, 2001
ESTABLISHED:	February 15, 2001